PIEDMONT & CAROLINIAN PERFORMANCE SNAPSHOT
NCDOT RAIL DIVISION   for the Month of AUGUST 2016

Ridership

	FFY16 AUG	FFY15 AUG	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	26,879	27,845	-3%	265,809	277,266	-4%
Piedmont	11,486	12,948	-11%	139,302	149,190	-7%
Total	38,365	40,793	-6%	405,111	426,456	-5%

Number of Trains		Average Number of Passengers per Train			
FFY16 AUG	FFY15 AUG	Service	FFY16 AUG	FFY15 AUG	Δ
62	62	Carolinian	434	449	-3%
116	122	Piedmont	99	106	-7%

Revenue

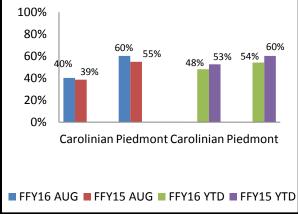|	FFY16 AUG	FFY15 AUG	Δ	FFY16 YTD	FFY15 YTD	Δ
Carolinian	$1,852,687	$1,897,949	-2%	$16,889,866	$17,896,625	-6%
Piedmont	$234,777	$256,499	-8%	$2,935,823	$3,045,455	-4%
Total	$2,087,464	$2,154,448	-3%	$19,825,689	$20,942,080	-5%
Amenities & Vending	Mo. Surcharge + Vending Income	$18,275	Mo. Expense	$3,714	Mo. Surplus	$14,560

August 2016 service modifications and annulments impacted eight Piedmont trains and four Carolinian trains. On August 8 and August 15, all Piedmont trains were annulled and Carolinian trains operated between New York and Raleigh only to accommodate PIP project work. Additional disruptions for PIP project work will continue to occur as necessary through completion of the project. Average gasoline prices were $0.32/gallon lower in August 2016 than in August 2015 (EIA Weekly Retail Gasoline for Lower Atlantic region).
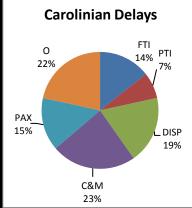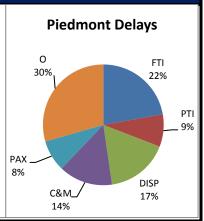
On-time Performance

*Carolinian and Piedmont delays were 7,321 and 3,812 minutes, respectively. FTI - Freight Train Interference; PTI - Passenger Train Interference; DISP - Dispatch Related; C&M - Construction, Maintenance; PAX - Any Passenger Related; O - All Other Delays (e.g. weather, mechanical). Carolinian trains arriving within 20 minutes and Piedmont trains within 10 minutes of schedule are considered on time.

Overall Customer Statisfaction

	FFY16 JULY	FFY15 YEAR-END	Δ
Carolinian	68%	75%	-7%
Piedmont	92%	90%	2%

*The customer satisfaction index (eCSI) is calculated from rider survey data conducted on line and is for one month prior to the current report month. Overall satisfaction is defined as average scores greater than or equal to 80. Customer satisfaction goals for FFY 2015 were 79% for the Carolinian and 90% for the Piedmont; and for FFY 2016 are 77% for the Carolinian and 91% for the Piedmont. Overall July eCSI for all Amtrak services was 81%.

North Carolina City Pairs with Largest Ridership

	Carolinian	Piedmont
1	Raleigh - Washington	Charlotte - Raleigh
2	Charlotte - New York	Charlotte - Cary
3	Charlotte - Raleigh	Charlotte - Durham
4	New York - Raleigh	Charlotte - Greensboro
5	New York - Wilson	Greensboro - Raleigh
6	Charlotte - Washington	Cary - Greensboro
7	Durham - Washington	Durham - Greensboro
8	Charlotte - Durham	Charlotte - HighPoint
9	Washington - Wilson	Cary - Durham
10	New York - Rocky Mount	Burlington - Cary

*Of the ten city pairs with the highest ridership, from the previous FFY month Washington - Wilson had the largest increase of 34% and Charlotte - Raleigh the largest decrease of 21% for the Carolinian; Burlington - Cary had the largest increase of 7% and Charlotte - High Point the largest decrease of 33% for the Piedmont.

Carolinian and Piedmont Total Ons-Offs at North Carolina Stations

	FFY16 AUG	FFY15 AUG	Δ
Charlotte	12,145	13,482	-10%
Raleigh	9,087	9,958	-9%
Greensboro	7,437	8,600	-14%
Durham	5,737	6,884	-17%
Cary	4,942	5,193	-5%
Wilson	3,056	2,944	4%
High Point	2,222	2,679	-17%
Rocky Mount	2,219	1,838	21%
Burlington	1,840	2,178	-16%
Salisbury	1,471	1,811	-19%
Kannapolis	1,450	1,605	-10%
Selma-Smithfield	943	739	28%

*The values represent passenger ons and offs at North Carolina stations for only state-supported routes and do not include those of other Amtrak services. The values should not be construed as total ridership.

North Carolina Train Host Association

	FFY16 AUG	FFY16 YTD
Train Host Volunteer Hours	947	11,502

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NC BY TRAIN